# Zoom Meetings: Troubleshooting and Best Practices

This guide summarizes common problems and possible solutions in Zoom meetings, as well as some best practices to observe. Consider downloading and printing out this guide for easy accessibility.

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| I can't hear anything. | 1. Check your system audio to make sure the volume is turned up on your computer.  
2. If you are listening through headphones, ensure that they are plugged in securely or actively paired via Bluetooth.  
3. Verify that you are connected to the Zoom audio feed by checking the bottom left-hand corner of the screen. If you see a green arrow, click the "Join Audio" button to join the audio feed. |
| My audio keeps cutting out. | 1. Try another source of audio. If you are listening through headphones, try using your computer's built-in speakers, and vice versa.  
2. Verify that your microphone is muted in Zoom. Zoom automatically mutes the audio of other participants if it thinks you are speaking. If your microphone is on, Zoom may pick up sounds happening around you and cause the audio to temporarily cut out. Remember, your microphone should be off unless you are speaking. You'll know whether your microphone is muted if the microphone icon in the bottom left corner of Zoom has a red line through it. |
| **No one can see me.** | 1. Check your system settings to make sure your webcam is connecting and turned on.  
2. Verify that you are joined to the Zoom video feed by checking the bottom toolbar. If you see a red slash through the camera icon, click the "Start Video" button to share your camera view. |
| **The video feed is lagging.** | Video lag can happen if you have unusually low bandwidth. Try the following steps in order:  
1. If your camera is turned on, turn it off.  
2. If you are on a WiFi connection, try moving closer to the wireless router.  
3. Disable any other devices that are currently active on your network. Shut down or turn off WiFi on your phone, tablet, or other nearby devices that might be competing for bandwidth.  
4. If all else fails, try resetting your modem and/or router. (This will remove you from the meeting, and you will need to rejoin it.) |
| **Zoom cannot connect to the meeting.** | 1. Verify that the meeting has started. If you attempt to join a meeting early, you may get a message that says, “Please wait for the host to start this meeting.” This is normal, and you will automatically connect to the meeting when it begins.  
2. Confirm that your computer is connected to the Internet (hardwired or WiFi).  
3. Try restarting Zoom by closing the meeting window and relaunching the meeting from your browser.  
4. If Zoom still cannot connect, reset your modem and/or WiFi and wait five minutes. Then try launching the meeting again.  
5. Switch to a network with more bandwidth. |

For more Zoom troubleshooting help, visit the [Zoom Help Center](https://zoom.us/help).
Best Practices for Zoom Meetings

- You are strongly encouraged to download and install the Zoom app before you attend (participate in) a Zoom meeting or webinar. You can use the web version if you prefer, but it is not as robust nor fully supported.
- To join a virtual class, click the Zoom link that is posted here on Canvas. This will bring you into the Zoom meeting room. (If you have downloaded and installed the app, it will automatically launch the app as well.) If you are not automatically admitted, the instructor will let you in when it is time to start.
- If you can, connect to the internet via an ethernet cable. Zoom will work on wireless all the way down to 3G, but the quality is best on a solid wired internet connection, so wire in when you can. Otherwise, just make sure you have serviceable Wi-Fi.
- Your surroundings during the session are important to think about.
  - Position yourself so that most of the light is coming from in front of you (behind your monitor), instead of behind you. If you have a window behind you, shut the blinds. Otherwise, you will be backlit.
  - Noises in the background are distracting for everyone in the session. Find a quiet space, and close the door.
- Be sure to observe these general rules of Zoom etiquette for the virtual classes.
  - Please be on time and plan on participating for the entire class.
  - As a general practice, mute the mic when you are not talking to cut down on distracting noises. Since this is an interactive program, there may be times when all participants may open their mics together. As a tip, you can set to be automatically muted when you join a meeting. When you are ready to un-mute yourself, you can save yourself a click by pressing and holding the space bar if you need to chime in for a brief second.
  - When possible, avoid interrupting others as they are speaking.
  - Even though it’s tempting, please do not multi-task.
  - Remember that everyone on the meeting can see you!
    - If you can, hold off on eating during the meeting.
    - Refrain from checking your phone and/or texting during the meeting.
    - Avoid engaging in any private behavior.